



**An  
Phríomh-Oifig  
Staidrimh**

Central  
Statistics  
Office

## **INFORMATION BOOKLET**

**Open Competition for appointment to the position of:**

**Temporary & Permanent Household Survey Interviewers**

**in the**

**Central Statistics Office**

***Closing Date: 25th April 2024***

**Candidates are advised to carefully study this Information Booklet before completing the corresponding application form.**

CSO is an equal opportunity employer and is committed to principles of good recruiting practice. This competition will be run in compliance with the codes of practice prepared by the Commissioners for Public Service Appointments (CPSA). Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie)

Position:	<b>Temporary &amp; Permanent Household Survey Interviewers (CO Grade)</b>
Organisation:	Central Statistics Office (CSO)
Location:	Nationwide
Salary:	€333.98 to €542.10 weekly

### Central Statistics Office (CSO)

The CSO is Ireland's National Statistical Institute. It is an independent office within the Civil Service under the aegis of the Taoiseach and is responsible for the collection, compilation and dissemination of statistics which provides insights into key aspects of Ireland's society, economy and people.

The CSO has around 1000 permanent staff located in its Cork and Dublin offices. In addition, the CSO has more than 100 permanent and temporary field staff nationwide. Our field staff are deployed throughout the country to conduct continuous household surveys as well as passenger inquiries at airports and seaports.

The CSO strives to keep society fully informed by producing accurate, objective, timely, accessible and trustworthy Official Statistics. By focusing on quality and innovation, the CSO is continually developing new ways to produce independent statistical information to support understanding, effective debate and decision-making across government, business and society. The CSO is a dynamic and innovative environment in which to work, with strong professional relationships with national and international bodies.

If you would like more information on Household Surveys and the role of a Household Survey Interviewer see <https://www.cso.ie/en/surveys/households-surveys-taking-part/>

The CSO publishes over 300 statistical releases and publications each year, all of which are available online on [www.cso.ie](http://www.cso.ie)

### The CSO as an Employer

The CSO promotes a culture of staff engagement, innovation and wellbeing. Careers in the CSO offer our people the opportunity to develop a career in a statistical organisation and to do purposeful work, which makes a real difference to the Irish State and its people. The CSO's approach to developing our people is set out in our "Le Chéile" people strategy.

The CSO was named Ireland's best large employer at the inaugural National Workplace Wellbeing 2016 awards, which recognise employers that make a significant contribution towards improving the health and wellbeing of their employees. The CSO was also a winner of the Civil Service Excellence and Innovation Awards both in 2017 and 2019 in the following category: Excellence in People, Skills and Organisational Development with the submission for the Graduate Programme (2017) and for the submission of the SMART Start Year 1, Induction and Development Programme (2019)

## **Equality, Diversity and Inclusion**

CSO is committed to recruiting diverse talent to take up civil service employment opportunities. As recruiters and employers, we recognise and value the importance of attracting and welcoming a workforce that is responsive, accessible, resilient and reflective of the community it serves.

We believe that a thriving, inclusive civil service that is energised by the contribution of employees from all sectors of society leads to more innovative, productive workplaces and more responsive and inclusive policies, programmes and services. All of our activities and initiatives are underpinned by our Equality, Diversity and Inclusion strategy.

The CSO was accredited with a silver award as Investors in Diversity in the Workplace (2023).

## **Overview of the Role**

### **Title of the position:**

Temporary & Permanent Household Survey Interviewers (Average weekly hours 25.15)

**Location:** Nationwide

Survey interviewing work is carried out across the whole country. However, it is the policy of the CSO to assign interviewers to suitable geographical locations based on their home address. Therefore, the offer of an appointment to a position will depend on both the candidate's geographical location and their position on the panel.

Successful Survey Interviewers may be asked to work on a number of different surveys which may include but not limited to the Labour Force Survey (LFS), the Survey of Income and Living Conditions (SILC), and the Household Budget Survey (HBS). The CSO are also recruiting through this campaign for interviewers to work on the new baby cohort of Growing Up in Ireland – the national longitudinal study of children in Ireland which has been following the progress of c.20,000 children and their families since 2006. More information on CSO Household Surveys can be found on the CSO website:

[Household Surveys - CSO - Central Statistics Office](#)

## **Requirements for the position**

- Education requirement: intermediate certificate/junior certificate or equivalent;
- Hold a current full driving licence and have the full use of a car for the hours spent working on the survey;
- Fluent English both written and spoken;
- Proven experience of personal interaction with the public ideally through face to face and telephone interviewing, practical social work or related work;
- Good IT software skills, e.g., Microsoft Office 365 and MS Teams;
- Availability to work flexible hours. This flexibility extends to working variable hours during evenings, Saturdays and some daytime work when potential respondents are at home;
- The ability to guarantee confidentiality at all times in relation to your role;
- Good communication/articulation skills together with good persuasion and negotiating skills;

## **Special Features**

The Interviewer position is a lone worker position. This means that the Interviewer works from their home and organises and completes their own work under the supervision of the Survey Coordinator in line with role requirements. Interviewers must be available to work flexible hours. Survey Interviewers are expected to work on average 25.15 hours per week. Depending on the survey involved, this flexibility will extend to working variable hours during evenings, Saturdays and some daytime work when potential respondents are available.

## **Survey Interviewer Duties and Responsibilities:**

### **Preparation for interviewing/collection process**

This involves attending appropriate training sessions as directed by field management/CSO headquarters. Training may be conducted on-site or virtually. This training process involves studying any necessary documentation, learning how to use IT systems and processes as well as testing new questions/processes. A tablet computer and smartphone will be used to manage interviewer workload. Attendance at training is mandatory.

### **Survey Interviewing/Collection**

Survey work requires interviewers to carry out data collection by means of electronic data capture, using a tablet or other data capturing device. Interviewers will be required to transfer data to CSO headquarters in the manner prescribed for each particular survey.

Interviewers will be expected to meet minimum data collection targets and deadlines as outlined by field management. Interviewers are expected to meet high data quality standards in a timely manner.

### **Liaison with Field Management/CSO Headquarters**

Interviewers are expected to be in regular contact with field management through telephone, email, virtual meetings (e.g., MS Teams) or in-person contact.

### **Administration**

Interviewers will be expected to complete and submit relevant administrative documentation by specific deadlines using both electronic and paper methods.

### **Data Protection**

Interviewers will ensure high levels of data governance and information security particularly regarding access to confidential data.

### **Other duties**

Any other duties, which may be assigned from time to time, as appropriate to the position of Survey Interviewer.

## **Being a Household Survey Interviewer in the CSO**

### **What surveys will I work on?**

You could be working on a range of different surveys and may be simultaneously working on up to 3 surveys at a time – so time management and multi-tasking skills are a must. Some of the main surveys conducted by CSO Household Survey Interviewers are the Labour Force Survey (LFS), the Survey of Income and Living Conditions (SILC), and the Household Budget Survey (HBS). The CSO are also recruiting through this campaign for interviewers to work on the new baby cohort of Growing Up in Ireland – the national longitudinal study of children in Ireland which has been following the progress of c.20,000 children and their families since 2006. From time-to-time the CSO conducts other surveys, as requested, and you may be asked to work on these as well. Information on CSO household surveys is available on the CSO website - <https://www.cso.ie/en/surveys/households-surveys/>.

### **What will my working hours be?**

You will be contracted to work 25.15 hours per week. You will have flexibility in working these hours, but there is a requirement for evening and Saturday work – you are not required to work any Sundays. We have found that the best times to interview households tend to be between 4pm and 8pm, though this may vary depending on the area you are in. Households are willing to give up their free time to participate in our surveys and it is important that you are as flexible as possible to find a time that suits them to participate.

### **Where will I be working?**

Your work assignments will be based on your home location and will branch out from there. You may need to travel further from home at times and the distance of the travel will depend on whether your location is urban or rural in nature. Flexibility in relation to travel is required at times to meet the demands of individual surveys. Your area of work may change from time to time.

### **What will I be paid?**

Starting rate of pay effective 1st October 2023 is €333.98 per week. In addition to this, there is also the potential to earn an additional completion payment of up to 13% of gross pay depending on response rates achieved. Civil service mileage rates apply for any work-related travel in addition to other allowances which may be payable.

### **What training will I receive?**

All household survey interviewers will receive comprehensive training on the role before starting work. This usually involves initial on-site training in the Cork Office over 5 days, with a further on-site and online training sessions depending on which surveys you will be working on. Quarterly, regional in-person training sessions are also organised, as well as ad-hoc training sessions from time to time. On-going training and support will be provided by your appointed Coordinator, who will be your first line of contact with the CSO and will manage your work on a day-to-day basis.

### **What is expected of me?**

Minimum expected response rates will apply to each of the surveys on which you work, and you will be expected to achieve these rates. Household survey interviewers are the CSO representatives at doorsteps

across the country and must at all times carry out their work in a professional and respectful manner. You will be expected to maintain regular contact and communication with your Coordinator.

## Key Competencies for Survey Interviewer

SURVEY INTERVIEWER COMPETENCIES	
<b>Customer Service &amp; Communication Skills</b>	
<ul style="list-style-type: none"> <li>• Actively listens to others and tries to understand their perspectives/requirements/needs.</li> <li>• Understands the steps or processes that customers must go through and can clearly explain these.</li> <li>• Is respectful, courteous and professional, remaining composed, even in challenging circumstances.</li> <li>• Can be firm when necessary and communicate with confidence and authority.</li> <li>• Communicates clearly and fluently when speaking and in writing.</li> </ul>	
<b>Delivery of Results</b>	
<ul style="list-style-type: none"> <li>• Takes responsibility for work and sees it through to the appropriate next level.</li> <li>• Completes work in a timely manner.</li> <li>• Adapts quickly to new ways of doing things.</li> <li>• Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes.</li> <li>• Demonstrates initiative and flexibility in ensuring work is delivered.</li> <li>• Is self-reliant and uses judgment on when to ask manager or colleagues for guidance.</li> </ul>	
<b>Information Management/Processing</b>	
<ul style="list-style-type: none"> <li>• Approaches and delivers all work in a thorough and organised manner.</li> <li>• Follows procedures and protocols, understanding their value and the rationale behind them.</li> <li>• Keeps high quality records that are easy for others to understand.</li> <li>• Is comfortable working with different types of information, e.g., written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.</li> </ul>	
<b>Drive &amp; Commitment to Public Service Values</b>	
<ul style="list-style-type: none"> <li>• Consistently strives to perform at a high level and deliver a quality service.</li> <li>• Serves the government and people of Ireland.</li> <li>• Is thorough and conscientious, even if work is routine.</li> <li>• Is enthusiastic and resilient in the face of challenging circumstances and setbacks.</li> <li>• Is personally honest and trustworthy.</li> <li>• At all times acts with integrity.</li> <li>• Understands own role in the team, making every effort to play their part.</li> </ul>	

## Eligibility to Compete and Certain Restrictions on Eligibility

### Citizenship Requirements

Eligible candidates must be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who has a stamp 4 visa<sup>1</sup>; or
- (e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- (f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

<sup>1</sup> Please note that a 50 TEU visa, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

**To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.**

### Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

## Competition Process

### How to Apply

Applications should be made online through <https://www.cso.ie/en/aboutus/careers/recruitment/>. Before applying candidates should log-on to and register as a 'New User' to create your profile (register a new account). Please do not confuse registering (creating a profile) with submitting an application form.

Once you have created a profile, you must then access the application form, complete and submit it. All sections of the form must be fully completed. Once you have submitted your application form, it is suggested that you return to the CSO Career candidate login page, <https://www.cso.ie/en/aboutus/careers/recruitment/> and access your account with your username and password, to ensure that your application has been successfully submitted via 'My Applications'.

Only applications fully submitted online will be accepted into the campaign. Applications will not be accepted after the closing date. A Curriculum Vitae is not required and should not be submitted.

### Closing Date

Your application must be submitted through the CSO Careers Portal on the CSO website no later than **3.00pm on 25th April 2024**. The CSO Careers Portal will automatically close for applications at this time. Applicants are advised to submit applications 24 hours in advance, in case of any unforeseen events. No late applications can be accepted. If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please email [competitions\\_interviewer@cso.ie](mailto:competitions_interviewer@cso.ie)

You are advised to check your CSO Careers Portal message board on a regular basis as email notifications of updates/interviews etc. will be issued to your message board. Please note that all updates to your message board will be notified to you through your personal email as provided on the CSO Careers Portal, therefore it is imperative that you check your spam/junk folders on a regular basis.

The onus is on each applicant to ensure that they are in receipt of all communication from the Central Statistics Office (CSO). The CSO accept no responsibility for communication not accessed or received by an applicant. Candidates should make themselves available on the date(s) specified by the CSO and should make sure that the contact details specified on the application form are correct.

**It is envisaged that the interviews for this post are likely to be held in May 2024.** The CSO will issue the majority of communications electronically via the CSO Careers Portal. You are advised to check your emails, including your spam/junk inbox, on a regular basis as the onus is on each applicant to ensure that they are in receipt of all communication from the CSO. There may, however, still be a necessity to issue some correspondence by hard copy mail. The CSO accepts no responsibility for communication not accessed or received by the applicant.

## **Selection Process**

The Selection Process may include the following:

- Shortlisting of candidates based on the information contained in their Application Form
- A competitive interview
- Any other tests or exercises that may be deemed appropriate.

Applicants who are successful in this competition will be placed on a panel, in an order of merit. The offer of an appointment to a position will depend on both the candidate's geographical location and their position on the panel.

### **Permanent Panel:**

On completion of the selection process a panel of permanent Survey Interviewers will be formed in order of merit from which candidates may be called. The permanent panel will be maintained for no longer than 3 years.

The offer of an appointment to a position will depend on both the candidate's geographical location and their position on the panel.

### **Temporary Panel**

A panel of temporary Survey Interviewers will be established. The panel will be maintained for no longer than 3 years.

The offer of an appointment to a position will depend on both the candidate's geographical location and their position on the panel.

Should similar vacancies, including temporary positions, arise elsewhere in the CSO candidates may be drawn from this competition.

### **Shortlisting**

If the number applying for the position is such that it would not be practical to interview everyone, the CSO may decide that only a certain number will be called to interview. In this respect a short-listing board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position.

The board will select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience in your application.



## Availability and Admission

During the selection process, the onus is on all applicants to make themselves available on the date(s) specified by the CSO and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified on their application form. The CSO will not be responsible for refunding any expenses incurred by candidates. The admission of a person to a competition, or invitation to attend interview is not to be taken as implying that the CSO is satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position the CSO will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made nor, can it be deemed or inferred that such a determination has been made. Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the board may, at its discretion, select and recommend another person for appointment on the results of this selection process.

## References

It would be helpful if you would start considering names of people who you feel would be suitable referees that we might consult (2 - 3 names and contact details). Please be assured that we will only contact referees should you be successful at final interview.

The referees do not have to include your current employer but should be in a position to provide a reference for you. The referees should be able to provide relatively recent information on your performance and behaviour in a work context. You may wish to select referees that can provide such information from different perspectives or in different work contexts. We will also require a reference from your current employer prior to recommendation for appointment.

Successful candidates may be required to complete a number of clearance processes such as Health and Character Declaration, Garda Vetting, and any other relevant checks required for the particular role.

## The Importance of Confidentiality

Subject to the provisions of the Freedom of Information Acts, 2014, applications will be treated in strict confidence. All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process. Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

## Security Clearance

You will be required to complete and return a Garda eVetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided.

If you have lived/worked in a country outside the Republic of Ireland for more than 6 months during the last 5 years, it is **mandatory** for you to furnish a **Police Clearance Certificate** from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate **Police Clearance Certificate for each country you have resided in**. Clearance must **be dated after the date you left the country**.

**It is your responsibility to seek security clearances in a timely fashion as this can be a lengthy process. Please note you cannot be appointed without this information being provided and being in order.**

## Code of Practice

This competition is being organised in accordance with the Code of Practice titled *Appointment to Positions in the Civil Service and Public Service* published by the Commission for Public Service Appointments (CPSA). The CSO will

consider any requests for review in accordance with the provisions of this code. A copy of the Code may be accessed at [www.cpsa.ie](http://www.cpsa.ie).

The CSO is an equal opportunity employer. Assignments will be made based on qualifications and the ability to carry out the responsibilities of the grade or post.

### **Candidates' Obligations**

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- Interfere with or compromise the process in any way.

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g., through social media or any other means, may result in you being disqualified from the competition. A third party must not personate a candidate at any stage of the process.

### **Specific Candidate Criteria**

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable on the grounds of character.
- Be suitable on the grounds of health and physical fitness.
- Be suitable in all other relevant respects for appointment to the post concerned.

If successful, they will not be appointed to the post unless they:

- a) Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
- b) Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

### **Deeming of Candidature to be withdrawn**

The onus is on candidates to make themselves available for interview and requests for postponements will not be considered. Candidates who do not attend for interview or other test when and where required by the CSO, or who do not when requested, furnish such evidence as the CSO requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

### **Quality Customer Service**

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to our attention. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

### **General Data Protection Regulation (GDPR)**

The General Data Protection Regulation (GDPR) came into force on the 25<sup>th</sup> May 2018, replacing the existing data protection framework under the EU Data Protection Directive. When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain information will be retained by the CSO's HR division for employment purposes. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 to 2018. To make a request under the Data Protection Acts 1988 to 2018, please submit your request in writing to: The Data Protection Officer, Central Statistics Office, Skehard Road, Cork, T12 X00E. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

## Use of Recording Equipment

CSO does not allow the unsanctioned use of any type of recording equipment. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes. All CSO competition processes are confidential and breaches of this confidentiality may result in your being disqualified from this competition.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This is to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where they have not been appointed to a post, they will be disqualified as a candidate, and
- Where they have been appointed subsequently to the recruitment process in question, they shall forfeit that appointment.

## Requests for Feedback

Feedback in relation to the selection process is available by written request. Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed.

## Review Procedures

The selection process for this competition is being carried out in accordance with the principles set out in the Code of Practice for Appointment to Positions in the Civil Service and Public Service. This Code of Practice can be accessed through the Commission for Public Service Appointments website at [www.cpsa.ie](http://www.cpsa.ie).

Information regarding review procedures is set out in Sections 7 and 8 of the above Code of Practice. (The two procedures are mutually exclusive. Where a formal review has taken place under Section 7 of the Code, you may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.)

- **Informal Review:** Where possible, and only with the agreement of the candidate, every effort will be made to resolve any issues/complaints by way of an informal process. (See section 6 of CPSA Code of Practice)
- **Section 7** review procedures apply in cases where a candidate is unhappy with an action or decision in relation to his/her candidature (but does not believe there was a breach of the Code of Practice).
- **Section 8** review procedures apply where a candidate believes that an aspect of the process breached the CPSA's Code of Practice.

## Requests for Review

Where a candidate requests a review, they should determine which procedure is appropriate to their circumstances, i.e. Informal or Formal, Section 7 or Section 8. The candidate must submit their request within the timelines specified in the Code of Practice. These timelines are restricted in order to ensure that corrective action can be taken, if necessary, without delaying the process for other candidates. Candidates must clearly set out the grounds for review and specify the relevant Section of the Code. A request for a review may be refused if the candidate cannot support their request.

You are entitled to an acknowledgement, within 3 days of a request for formal review, and the outcome of the review must be provided to you within 25 working days of receipt of the request. If it is not possible to complete the review within this time, you will be informed of the status of the review and the reasons for the delay.

Timelines for review requests are as follows:

<b>SECTION 7 Review</b>	<b>SECTION 8 Review</b>
<p><b><u>Interim stage of competition</u></b></p> <ul style="list-style-type: none"> <li>- <i>Request for Informal Review</i> – 5 working days after receipt of decision</li> <li>- <i>Request for Formal Review</i> – 5 working days after receipt of decision</li> </ul> <p><b><u>Final stage of competition</u></b></p> <ul style="list-style-type: none"> <li>- <i>Request for Informal Review</i> – 5 working days after receipt of decision</li> <li>- <i>Request for Formal Review</i> – 5 working days after receipt of decision CPSA – 10 working days after receipt of decision arising from office holder’s review.</li> </ul> <p>Once the candidate receives the result of formal section 7 and remains unsatisfied, they can approach the commission to review their complaint under section 8 exceptional circumstances (at the discretion of the commission). Submit within 10 days of formal review decision.</p>	<p><b><u>Interim and Final stages of competition</u></b></p> <ul style="list-style-type: none"> <li>- <i>Request for Informal Review</i> – 5 working days after receipt of decision</li> <li>- <i>Request for Formal Review</i> – 5 working days after notification of decision arising from informal review or without delay where candidate does not avail of informal Review</li> <li>- CPSA – 10 working days after receipt of decision arising from office holder’s review</li> </ul>

## Principal Conditions of Service

### General

The appointment is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

The appointment is to a permanent position for Permanent Survey Interviewers or to a temporary position for Temporary Survey Interviewers in the Civil Service on a probationary contract for a period of one year from the date of appointment for permanent interviewers and on a pro-rata fixed term contract basis for Temporary Survey Interviewers. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances. During the period of probation, the appointee’s performance will be subject to review by the relevant supervisor(s) to determine whether the appointee:

- i. has performed in a satisfactory manner
- ii. has been satisfactory in general conduct
- iii. is suitable from the point of view of health with particular regard to sick leave.

Prior to completion of probation a decision will be made as to whether or not the appointee will be retained pursuant to Section 5A (2) of the Civil Service Regulations Acts 1956-2005. This decision will be based on the appointee’s performance being assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to the appointee by the CSO and the appointee will be given a copy of the Department of Public Expenditure and Reform guidelines on probation.

### Salary

The weekly salary scale with effect from 01<sup>st</sup> of October 2023 this position is as follows:

#### PPC (Personal Pension Contribution) Scale:

€333.98, €352.95, €357.80, €371.83, €385.91, €400, €414.07, €428.15, €441.84, €455.54, €469.26, €485.28, €496.55, €517.77 (NMAX), €534.46 (LSI1), €542.10 (LSI2)

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC).

A different rate will apply where the appointee is not required to make a Personal Pension Contribution.

Long service increments may be payable after 3 (LSI1) and 6 (LSI2) years satisfactory service at the maximum of the scale.

### **Important Note**

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation. The rate of pay offered to Survey Interviewers will be €333.98 per week and will be payable weekly in arrears by Electronic Fund Transfer (EFT) into a bank account of the appointee's choice.

Candidates should note that the rate of remuneration may be adjusted from time to time in line with Government pay policy and subject to satisfactory performance.

Different terms and conditions may apply if you are a currently serving civil or public servant.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

### **Additional Payments**

Additional payments, up to a maximum of 13% of basic wage may be made on a quarterly basis, based on quality and quantity indicators attached to the various surveys being carried out. These indicators will be outlined in the Survey documentation.

### **Organisation of Working Time Act 1997**

The terms of the Organisation of Working Time Act, 1997, will, where appropriate apply to your employment.

### **Tenure and Probation**

The appointments are to permanent or temporary positions on a probationary contract or a fixed term contract in the Civil Service.

Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary contract in appropriate circumstances.

during the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you:

- (i) Have performed in a satisfactory manner,
- (ii) Have been satisfactory in general conduct, and
- (iii) Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained pursuant to *Section 5A(2) Civil Service Regulation Acts 1956 – 2005*. This decision will be based on your performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to you by the employing organisation, and you will be given a copy of the Department of Public Expenditure and Reform's guidelines on probation.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

In the following circumstances your contract may be extended and your probation period suspended.

The extension must be agreed by both parties.

- the probationary period stands suspended when an employee is absent due to Maternity or Adoptive Leave.
- in relation to an employee absent on Parental Leave or Carers Leave, the employer may require probation to be suspended if the absence is not considered to be consistent with the continuation of the probation.
- probation may be suspended in cases such as absence due to a non-recurring illness, and
- any other statutory provision providing that probation shall -
  - (i) stand suspended during an employee's absence from work, and
  - (ii) be completed by the employee on the employees return from work after such absence.

Where probation is suspended the employer should notify the employee of the circumstances relating to the suspension.

If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

### **Headquarters**

The headquarters for this post will be designated as your home. When absent from home and headquarters on official duty the appointee will be paid appropriate travelling expenses, subject to normal Civil Service regulations.

### **Use of Car**

Appointees must hold a current full driving licence and own or have the full time use of a car during the period of employment. Prior to using a car for official purposes, a form of undertaking will have to be signed by the appointee. This form will be issued to you by the CSO. In the event that appointees become unable to comply with the above provisions the appointee's appointment will terminate automatically.

### **Hours of attendance**

Formal hours of work do not apply to these duties. Permanent Survey Interviewers will be assigned a quota of weekly work on CSO household surveys which, on average over the period of a quarter, should not exceed 25.15 hours per week. Temporary Survey Interviewers will be assigned survey duties as required on a weekly basis. Working hours for Temporary Survey Interviewers will depend on the number of households to be surveyed. Working patterns can be flexible but Survey Interviewers should be available to take on work at least 5 days on average per week outside of the headquarters which in respect of this employment is based in the Survey Interviewer's home. The flexibility of the working hours is such that the Survey Interviewer is expected to work when potential respondents are available, and the Survey Interviewer will be expected to minimise unproductive work hours and journeys in this regard. Sunday working is not permitted in this employment. Survey Interviewers will be obliged to keep a record of the hours worked as outlined in the Organisation of Working Time Act, 1997 (Organisation of Working Time (Records) (Prescribed Form and Exemptions) Regulations, 2001.

No additional payment will be made for extra attendance over and above 25.15 hours per week as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

### **Annual Leave**

The annual leave allowance will be 20 working days a year for permanent Survey Interviewers and on a pro rata basis for temporary Survey Interviewers. This allowance, which is subject to the usual conditions regarding the granting of annual leave, is on the basis of a five-day week and is exclusive of the usual public holidays.

### **Health**

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the employing Department/Organisation. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

### Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie)

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI

### Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**

However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

### Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

### Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note:** ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website:  
[www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie)

### **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e., the added years previously granted will not be taken into account in the calculation of the pension payment).

### **Ill-Health-Retirement**

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

#### *Appointment post Ill-health retirement from Civil Service*

If successful in their application through the competition, the applicant should be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

#### *Appointment post Ill-health retirement from public service:*

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill- health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to PAS.

### **Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial



Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

### **Incentivised Scheme for Early Retirement (ISER)**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

### **Department of Health and Children Circular (7/2010)**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

### **Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013)**

The Department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012) for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

### **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

### **Secrecy, Confidentiality and Standards of Behaviour:**

#### **Official Secrecy and Integrity**

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Act 2014. The officer will agree not to disclose to unauthorised third parties any confidential information either during or subsequent to the period of employment.

Appointees will for the term of this contract be appointed an Officer of Statistics under the Statistics Act, 1993. Appointees will agree to abide by the rules governing Officers of Statistics as set out in the Act.

**Character**

A candidate for and any person holding the office must be of good character.

**Civil Service Code of Standards and Behaviour**

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

**Ethics in Public Office Act 1995.**

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

**Statistics Act 1993**

The appointee will become an Officer of Statistics under the Act and s/he will be required to sign an undertaking not to divulge any information obtained in the course of his/her duties to any unauthorised person or body.

**Prior approval of publications**

An officer will agree not to publish material related to his or her official duties without prior approval by the Head of the Department/Organisation or by another appropriate authorised officer.

**Political Activity**

During the term of employment, the officer will be subject to the rules governing public servants and politics.

**IMPORTANT NOTICE**

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed.